



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**  
Project Coordinator

**Job Code Title**  
Project Facilitation Specialist

**Pay Band**  
5

**Job Code Number**  
131855

**Information Management and Technology Division**  
Information and Technology Services Bureau  
Quality Assurance Unit

**Fair Labor Standards Act**  
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state agency liquor stores and administers the laws governing the sale, taxation, and licensing of alcoholic beverages and tobacco products; returns unclaimed property to its rightful owners; and determines how state taxes and liquor and tobacco laws apply to Indian Tribes and tribal members in Indian Country.

The Information Management and Technology Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Information Management Bureau (IM) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Quality Assurance Unit, Network Services Unit, and the Applications Services Unit.

## **Job Responsibilities**

The Project Coordinator evaluates project needs and coordinates resources to ensure assigned projects are completed within established timelines and budgets. Assignments include maintaining complex tax systems monitoring, managing project change, and resolving issues. The incumbent coordinates the efforts of teams of various sizes and structure and may direct the activity of staff and independent contractors. The position reports to the Quality Assurance Unit Manager and does not supervise other staff.

### **• Project Planning 20%**

1. Works with the project manager and the Quality Assurance Unit Manager to facilitate project planning activities.
2. Identifies and works with stakeholders to evaluate their requirements, specifications, and/or expectations.
3. Works with management staff to estimate project deliverables, create staffing plans, and build schedules.

4. Analyzes user needs and software requirements to evaluate time and cost constraints. Assesses cost, staff time, and available resources to determine how to complete high quality projects within the given timeframes.
  5. Develops and manages work breakdown structure of department projects. Develops a plan including critical path tasks. Documents project deliverables, acceptance criteria, processes, procedures, risks, and tasks to facilitate project execution, control, and closing processes.
  6. Makes budget and schedule recommendations within identified constraints. Evaluates available resources and may recommend upgrading existing resources or acquiring new resources to successfully complete a project.
  7. Establishes and executes project communication plans. Facilitates production of formal documents such as project charters, project business cases, Statements of Work, Request For Proposals, IT Purchase Request, project work plans, etc.
- **Project Execution 40%**
    1. Directs day-to-day project activities to maintain alignment with department objectives and ensure completion of project activities according to the defined processes and plans.
    2. Coordinates staff by scheduling, setting deadlines, maintaining lines of communication, and overseeing project needs.
    3. Coordinates with management staff to ensure project activities and tasks are completed and project deliverables are met.
    4. Directs and reviews the work plan, monitors workflow, ensures performance measures and program standards are met, and critical path tasks are completed on time.
    5. Documents project progress regularly and timely, including reasons for any changes in the project budgets or deadlines.
    6. Prepares status reports by collecting, analyzing, and summarizing information and trends. Provides regular feedback throughout the project life cycle to involved stakeholders.
    7. Tracks team member performance. Provides feedback, resolves issues, and coordinates changes to enhance project performance.
    8. Represents the team to department management, external agencies, vendors, and other stakeholders as requested by department management.
  - **Project Monitoring and Control 15%**
    1. Ensures changes or issues are resolved in a deliberate, orderly fashion that maintains alignment with department objectives and management direction.
    2. Monitors project milestones and deliverables. Compares results to the baseline to identify project trends and variances. Recommends corrective action when significant differences exist. Initiates and reviews modifications to schedules and processes.
    3. May use focus groups and surveys to identify and resolve issues.
    4. Determines and addresses causes in problem areas to eliminate or minimize negative impact. Reports issues to the management staff so that corrective action can be taken.
    5. Manages risks, defects, conversion activity, requirements, and/or testing reporting. Manages change control processes such as risk assessments, identification, and mitigation. Documents potential impacts to other applications.
  - **Continuous Improvement 10%**
    1. Documents issues and challenges. Follows up with staff to prevent repeating operational issues and improve processes for future projects.
    2. Surveys team members and other relevant stakeholders. Preserves project records, documents, and required tools and archives them for future use. Ensures all legal and other requirements are met.
    3. Formally closes a project or process. Resolves any open items; prepares formal acceptance and handover of the project product, service or result; and provides performance feedback for teams.

4. Assesses current or future needs and priorities by communicating directly with customers, conducting surveys, and evaluating outcomes.

- **Other Duties as Assigned 15%**

1. Performs production support for supported systems.
2. Performs other duties as assigned by the supervisor.

### **Job Requirements**

To perform successfully a project coordinator the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; analyzing business processes and developing technological responses; developing and delivering public presentations and training sessions; translating technical information to varied audiences; coordinating project plans and resources; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; identifying and correcting data errors; resolving a wide variety of problems, issues, and complex information systems problems; making sound decisions; word processing, spreadsheet, database applications; and in using the full range of computer software functions are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of business administration, information systems management, business and process analysis, public communication, research practices, and control and testing practices. The position also requires knowledge of project management principles and quality measurement and control. The incumbent must have the ability to develop a progressively responsible knowledge of department work units, functions, and operations.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer information systems, business administration, or similar field and one year of job-related work experience.
  - Work experience should include project management activities.
  - Formal training in project management is preferred.
  - Other combinations of education and experience will be evaluated on an individual basis.

### **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. Work hours may exceed 40 hours per week from time to time and some evening and weekend work may be required. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

### **Special requirements**

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, IMT Division Administrator Date: April 2012

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: April 2012

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name (print): \_\_\_\_\_